

Current Conversations

MEMBER NEWSLETTER

November 2025



Living Our Values: The Ten Essential Attributes Guiding TCEC's Work

As we approach Thanksgiving, I'm reminded of how grateful I am for the nearly 300 employees who show up every day committed to the Cooperative's mission: providing safe, and reliable power at the lowest possible cost to the members we serve.

This year, we took an important step in defining who we are as an organization by establishing Ten Essential Attributes that capture how we work and serve our members and peers.

These aren't corporate buzzwords posted on a break room wall. They're the everyday behaviors and attitudes our team lives out when responding to outages, answering your calls, maintaining infrastructure, and making decisions about the Cooperative's future.

The ten attributes, Communicative, Coachable, Collaborative, Reliable, Engaged, Humble, Resilient, Trustworthy, Empathetic, and Responsible, show up in both the routine and the critical moments. They guide how we handle storm response, manage member dollars, and work through the financial challenges we've faced together with transparency and determination.

These attributes are seen in action when crews work through the night to restore power, when member service representatives take time to understand unique situations, and when teams collaborate to find solutions that strengthen the Cooperative's long-term stability.

These principles aren't just for the TCEC team. They reflect our commitment to members. Every day, employees demonstrate what it means to be trustworthy stewards of the cooperative, resilient problem-solvers when challenges arise, and empathetic listeners who

genuinely care about member's experiences.

This Thanksgiving season, I'm thankful for a team that doesn't just talk about these values. They live them. And I'm grateful for members like you who trust us to power your homes, businesses, and communities.



Scott Spence
President & CEO

INSIDE

- ✓ TCEC Crews in Action
- ✓ Going Paperless
- ✓ Bill Payment Assistance
- ✓ Member Events Wrap-Up
- ✓ Brazos Hardship Fund
- ✓ 2025 Rebate Program
- ✓ GIS Team Supports Safety
- ✓ Prepaid Billing
- ✓ Stay Connected

IMPORTANT DATES

11/10 - D.C. Youth Tour
Applications Open

11/11 - Veterans Day
TCEC Offices Closed

11/27-28 - Thanksgiving
TCEC Offices
Closed

12/1 - Scholarship Q&A
(Virtual)

1/12 - D.C. Youth Tour
Applications Deadline

2/13 - Scholarship Application
Deadline

ENHANCING MEMBER SERVICE

TCEC Crews in Action: Strengthening the System and Serving the Community

The operations teams are working every day to improve the reliability of member's electric service.

Right now, crews across the service area are tackling major infrastructure projects, replacing aging poles, completing critical system upgrades, and finishing large-scale work plans that will strengthen the grid for years to come. It's all part of a commitment to providing safe, reliable power at the lowest possible cost.

Beyond the poles and power lines, TCEC crews are also investing time in the communities they serve. Last month they participated in a career day and safety demonstration at local schools, sharing their knowledge and passion for the electric industry with the next generation.



We're proud of the dedication our operations teams bring to work every single day—whether they're up on a pole in challenging weather, responding to an outage, or inspiring students to consider careers in the skilled trades.

Bill Payment Assistance Through Community Generosity

As a cooperative, we believe in neighbors helping neighbors. The [Cooperative Giving Program](#) provides electric bill payment assistance through voluntary donations from TCEC employees, members, and the community.

Donations received are sent to [Texas Neighborhood Services \(TNS\)](#), a local agency that administers past-due payment assistance for members in need.

Need help with a past-due bill?

Contact [TNS](#) to apply for assistance funded by this program at application@txns.org or 817-598-5700 ext. 1010.

Helping Members Through Hard Times: Hardship Fund Update

Qualifying low-income residential members may receive monthly bill credits between 6-7% of their bill to help offset charges related to Winter Storm Uri.

To date, **over 720 applications** have been approved, providing meaningful relief to families managing challenging circumstances. Learn more and **whether you qualify:** tcectexas.com/hardship-fund

ENHANCING MEMBER SERVICE

2026 Scholarship Applications Open

This year, TCEC will be awarding \$200,000 in scholarships to local high school seniors pursuing higher education or technical certification.

Forty students will receive \$5,000 each to invest in their future. **These scholarships are funded by unclaimed capital credit funds, not your electric bills**, ensuring we reinvest in our communities.

Eligibility:

- Current high school senior graduating in 2026
- Reside with parent/legal guardian who is a TCEC member
- Pursuing academic degree or technical certification

Applications will be evaluated by an independent third party.

Important Dates:

Applications Opened: October 13, 2025

Submissions Due: February 13, 2026 at 11:59 PM (CST)

Need Help with Your Application?

Join us for a live virtual Q&A session where we'll walk you through the application process, answer your questions, and make sure you have everything you need to submit a strong application.

Monday, Dec. 1, 2025 at 7 PM

Get Started:

Download packets and reserve your spot for the Q&A session at tcectexas.com/scholarships.

Washington D.C. Youth Tour Opportunity

Ti-County is sponsoring four high school students (grades 10-11) for an all-expenses-paid trip to our nation's capital.

Students will experience government in action, meet their elected representatives, and connect with cooperative youth from across America.

Applications Open: November 10, 2025

Submissions Due: January 12, 2026 at 11:59 PM (CST)

This is more than a trip. It's a once-in-a-lifetime leadership experience. Learn more and apply at tcectexas.com/youth-tour.



2026 essay topics for both programs are focused on civic engagement and TCEC's Ten Essential Attributes. Click HERE to learn more about the attributes or visit: tcectexas.com/careers.

ENHANCING MEMBER SERVICE

One-on-One Support: October Member Events Wrap-Up



Throughout October, as part of National Cooperative Month, TCEC members had the chance to meet with member service representatives for one-on-one guidance on services available to them.

During Brazos Hardship Events in Azle, Granbury, Seymour and Keller, members learned how to apply for assistance through the [Brazos Hardship Fund](#), the requirements to qualify for a rebate through the [2025 Energy Efficiency Rebate Pilot Program](#), about the services available on the MyTriCountyTX website and app, and other benefits.

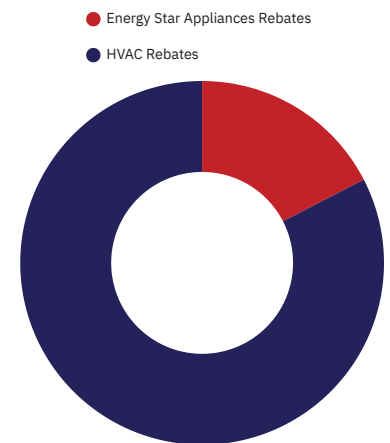
Missed out on the events? Have a question? Call 817.444.3201 or visit tcectexas.com.

2025 Rebate Program Delivered Real Savings to TCEC Members

Through the 2025 Energy Efficiency Rebate Pilot Program, TCEC has paid out more than 1,800 HVAC Tune-Up rebates totaling nearly \$200,000, and more than 380 Energy Star appliance rebates totaling nearly \$19,000.

These rebates are funded by unclaimed funds earmarked for energy efficiency initiatives, meaning **members aren't paying a single additional cent on their electric bills.**

The 2025 program has now closed and TCEC is busy processing applications and distributing allocated funds to members who have already submitted their forms. Check out future issues of *Current Conversations* and the TCEC website for new programs coming in 2026!



Stay Connected on Social Media

Real-time updates, outage information, and community news.



facebook.com/tcectexas



[@tcectexas](https://www.instagram.com/tcectexas)



linkedin.com/company/tri-county-electric-cooperative



Outage Center



Cooperative Giving



Power Cost Recovery Tracker



Ways to Pay



Office Locations



Member Information Center